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May 25, 2005 1:00PM – 2:45 PM Eastern Time

# **Person-Directed Services and Supports Demonstrating Mental Health Recovery Through Person Centered Planning And Self-Directed Services and Supports**

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## Self-Determination

- Self-determination hinges on the ability to make decisions that direct one's own life. It is crucial to self-determination for people to believe they have the right to direct their own lives. All too many people who receive mental health services do not believe they have this right.
- Self-determination is essential to recovery and increases with recovery.



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# The Traditional Mental Health System

- Assumes that *clients* are not able to make choices that are in their own best interest much of the time.
- Believes it is often necessary to make decisions for clients.



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## The Traditional Mental Health System (continued)

- Stresses *client* safety far more than *client* choice.
- This results in the *client* growing dependent on the system to make important life decisions. (Decreased client choice means increased client dependence.)
- The next slide illustrates this dependency in an ironic manner.



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FRANK & ERNEST

Bob Thaves





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## **A Transformed System that Promotes Recovery**

- Believes that people can and do recover from mental illness.
- Helps facilitate recovery by providing self-directed services and supports.
- Treatment in this system is centered around the goals of the person – what is important to the person.



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## **A Transformed System that Promotes Recovery** (continued)

- Safety issues are addressed in a collaborative relationship between the individual and the provider of services and supports.
- Individuals have the authority to make, and grow from, their own mistakes.



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## Products of the Transformed System

- Individuals gain far higher levels of dignity and self-respect – greater self-esteem.
- People move toward recovery and become increasingly self-reliant.





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## Products of the Transformed System

- As people recover, they use fewer services.
- It is a win-win proposition. Service dollars are saved. Far more importantly, people move on with their lives.



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## **Transformation To Self-Determination**

### **Two tools to transformation:**

- Person centered planning
- Mental health brokerage services –  
Empowerment Initiatives, Inc.



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## Person Centered Planning (PCP)

- Treatment plans written by the individual with the assistance of friends, family, or professionals of the person's choosing.
- Many PCP approaches exist, including Essential Lifestyle Planning, PATH, and MAPS. Different people will prefer different approaches.



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## **Person Centered Planning (PCP) (continued)**

- PCPs reflect the goals and aspirations of the individual.
- PCPs balance safety with the self-determination of the person.
- Services and supports are self-directed whenever possible.



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## Oregon Real Choice PCP Projects

- Person Centered Planning demonstrations in 4 Oregon counties where PCPs either replaced or supplemented mental health treatment plans.
- Person Centered Plans used in *Employment for Life* project.
- Person Centered Planning approach used in *Empowerment Initiatives Brokerage* planning.



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## What We've Learned

- The person centered planning approach has been instrumental in the success of Employment for Life and Empowerment Initiatives Brokerage.



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## **What We've Learned (continued)**

- The 4 PCP pilots were not nearly as successful as they could have been. In many cases, the plans were written by case managers with the assistance of the person, rather than the other way around. These plans reflected safety issues and the case managers' goals for the person more than what is important to the person.



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## Analysis

- Employment for Life and Empowerment Initiatives operate from the self-determination perspective. Traditional case management services do not.





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## **Analysis (continued)**

- A culture change that embraces self-direction in mental health treatment is needed. The use of PCP, in-of-itself, is not enough to bring this change about.



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## **Empowerment Initiative Brokerage (EIB)**

- A project of Oregon's FY 2001 Real Choice Systems Change grant awarded to Oregon Department of Human Services by Centers for Medicare & Medicaid Services.
- MH consumer operated and controlled. All board and staff members are consumer/survivors.



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## **Empowerment Initiative Brokerage (EIB) (continued)**

- Serving 25 individuals referred by 2 Portland MH agencies.
- These individuals continue receiving services from referring agency.
- EIB began providing services in April 2004.



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## How the Brokerage Works

- Using a person centered planning approach; the *customer* and the broker write a goal attainment plan that will help the individual's goals be attained.
- An individual *customer* account is established to purchase services and supports on behalf of the *customer*. EIB *customers* have a \$3,000 account that can be used in very flexible ways.



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## How the Brokerage Works (continued)

- Donated and naturally existing resources, services and supports are brokered as much as possible.



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## Services and Allowable Expenses

- Customers continue receiving case management or counseling services from referring agency.
- All expenditures over \$250 and all goal attainment plans must be approved by Real Choice Grant Coordinator.
- Most legally purchased items are allowed.



## Goal Attainment Plans

- Written by customer and broker through a person centered planning process.
- Brokered services and supports are obtained through the implementation of this plan using the individual customer account.
- Two examples (next 2 slides):
  - 1) Goal: obtaining employment
  - 2) Goal: being discharged from state hospital with suitable services and supports.

<b>Name:</b> Wanda B. Wurking		<b>Customer Number:</b> 1234	
<b>Today's date:</b> 02/25/05	<b>Phone #:</b> 503.123.4567	<b>Plan Begins:</b> 06/01/05	<b>Plan Ends:</b> 06/30/06

**What is my goal? What personal outcome do I expect as a result of this request?** (Describe the specific symptoms or experiences related to your illness that this service will improve or relieve) **I will have a job where I am able to support myself in an independent lifestyle, and feel positive about my role in society. My self-esteem will improve dramatically through becoming self-sufficient. I have experience as an administrative assistant.**

<b>Specific description of request</b>	<b>Resource analysis</b> <b>List provider here if needed</b> <i>(All the ways to get what I need, include family, friends, community supports )</i>	<b>How will this purchase help me achieve my goals</b>	<b>What it might cost</b> <i>Monthly &amp; Annually</i>	<b>When will we start and end</b>
1) A full set of clothes that I will wear to job interviews.	1) I will purchase clothes at Clothes 'R Us. Pants, shirt, shoes, jacket, belt.	1) Dressing professionally will help me be more confident and look more employable during interviews.	\$250	06/05 one time
2) A professional resume consultant to assist me in updating my resume to effectively demonstrate my capabilities.	2) Resource broker will arrange for resume assistance with volunteer career developer working out of Do Drop-In center.	2) A solid resume will help me appear professional – cover the gaps in my work history.	\$ -0-	06/05
3) A bus pass to help me get to job interviews.	3) I will purchase monthly bus pass from mass transit service.	3) It will allow me to get to job interviews.	\$56 / mo 4 months	06/05-10/05
<b>PLAN TOTAL: \$2143</b>		<b>Page total</b>	<b>\$474</b>	

#### SIGNATURES

<b>Individual:</b>	<b>Date:</b>	<b>Legal Representative:</b>	<b>Date:</b>
<b>Resource Broker:</b>	<b>Date:</b>	<b>Other:</b>	<b>Date:</b>



<b>Name:</b> Red E. Toolieve		<b>Customer Number:</b> 9874
<b>Today's date:</b> 05/25/05	<b>Phone #</b> (503) 987-6543	<b>Plan Begins:</b> 07/01/05 <b>Plan Ends:</b> 07/31/05

**What is my goal? What personal outcome do I expect as a result of this request?** (Describe the specific symptoms or experiences related to your illness that this service will improve or relieve) To be discharged from Oregon State Hospital and live in my former residence with extra services and supports in place to help me cope with living in the community.

<b>Specific description of request</b>	<b>Resource analysis</b> <b>List provider here if needed</b> <i>(All the ways to get what I need, include family, friends, community supports )</i>	<b>How will this purchase help me achieve my goals</b>	<b>What it might cost</b> <i>Monthly &amp; Annually</i>	<b>When will we start and end</b>
1) A health club membership.	1) Broker has made arrangement with YMCA for sliding scale fee based on my income.	1) <i>Strenuous exercise helps me sleep and night and feel more relaxed during the day.</i>	\$9 / mo \$108 / yr	7/05 – 6/06
2) a) Light therapy panel. b) Full-spectrum lighting.	2) a) Light panel through OHSU light therapy program. b) Full spectrum lights from local hardware store.	2) Light therapy and full-spectrum lights (no UV) will help me maintain a positive mood.	a) \$200 b) \$150	07/05 one time
3) Eye Movement Desensitization Reprocessing therapy series.	3) Broker will assist me in obtaining a referral from Veteran's Association.	3) I believe this treatment will help me resolve the trauma that lead to my diagnosis of Post Traumatic Stress Disorder.	\$100 / session 8 weekly sessions	08/05 10/05
4) Naturopathic Doctor and Nutritional Supplements.	4) I will receive sliding-scale services through the National College of Naturopathic Medicine. My medical provider will coordinate with my naturopathic provider.	4) Fish oil, flaxseed oil, and anti-oxidants such as CQ-10 are widely believed to help keep moods level.	\$50 / mo 12 months	07/05 06/06
<b>PLAN TOTAL: \$1558</b>		<b>Page total</b>	<b>\$1558</b>	



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## What We've Learned

- EIB customers are moving toward employment in response to brokered self-directed services and supports.

Employment (competitive) is up 80%.

Education leading to employment is up 83%.



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## What We've Learned (continued)

- Survey's indicate that EIB customers are more engaged in their recovery.



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## Next Steps

- Find flexible spending options for individual customer accounts. Investigate 1115 and 1915 waivers for ways to allow for flexible use of Medicaid funding. It may be possible to amend waivers to allow for flexible spending.



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## Next Steps (continued)

- Work with Centers for Medicare & Medicaid Services to create flexible spending solutions.
- More pilots to research efficacy of brokerage model and Person Centered Planning in mental health.



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## Informative Resources

*The Origins of Person Centered Planning,*

by Connie Lyle O'Brien and John O'Brien

[http://thechp.syr.edu/PCP\\_History.pdf](http://thechp.syr.edu/PCP_History.pdf)

An overview of person centered planning

<http://www.mssm.edu/tbinet/alt/pubs/CR8.pdf>

Empowerment Initiatives Brokerage info page

[http://www.otac.org/new/pf/eib/basic\\_info.htm](http://www.otac.org/new/pf/eib/basic_info.htm)

